

## Standard Operating Procedure (In-Dining) Post Covid

The health and safety of our guests and team members has always been our first priority. We have a dedicated team of experts who are in close contact with local officials, and are monitoring the latest information from the Guam Department of Public Health and the Centers for Disease Control & Prevention (CDC), to inform our decisions. While our dining rooms were closed, we took great care to continue serving you with our To Go offerings. As we welcome you back into our dining rooms, we remain committed to this promise. But we need your help.

### WHAT YOU CAN EXPECT FROM US



**Healthy Team Members**  
daily temperature checks



**Clean Restaurants**  
tables disinfected after each visit



**Social Distancing**  
reconfigured layouts



**Protective Equipment**  
masks on every team member



**Frequent Handwashing**  
hand sanitizers in every lobby

### WHAT WE ASK OF YOU



**Plan Ahead**  
with reservations or web-ahead seating



**Do Not Congregate**  
in the lobby or bar



**Give Fellow Guests Their Space**  
at least six feet



**Wear a Mask**  
when not at your table



**Utilize Mobile Pay**  
and table-top tablets where available

**Together, we can keep each other healthy.**

### *Protecting Your Dining Experience*

As government officials gradually reopen businesses and allow our dining rooms to open, we will follow best practices and adhere to the following operational tenets to help protect our team members and guests.

#### **Ensure Team Member Wellness & Education**

All team members are being screened to ensure they are symptom-free before returning to work, and we are conducting daily temperature checks before team members are allowed to begin their shift. In addition information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus. We will also remind team members of: a) self-screening at home, including temperature and/or symptom checks using CDC guidelines, b) the importance of not coming to work if a team member has a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been

diagnosed with COVID-19, and c) to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Sick employees are prohibited in the workplace.

## Symptoms of Coronavirus (COVID-19)

**Know the symptoms of COVID-19, which can include the following:**



**Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.**

**\*Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.





Updates and further details are available on CDC's webpage.

### **Maintain Clean Restaurants**

Prior to welcoming guests back into our dining rooms, we are thoroughly cleaning and sanitizing the entire restaurant using proven procedures and processes known to protect against contagious viruses like COVID-19. In addition to our already strict restaurant cleaning procedures, which exceed CDC guidelines, we will continue to regularly disinfect all guest and team member touchpoints using our CDC-approved disinfectant. This includes, but is not limited to, disinfecting guest tables after each use, as well as table top tablets, check presenters, menus, pens, restrooms, door handles and other common surfaces.

### **Practice Social Distancing**

We are reconfiguring our dining rooms to create more space between tables. We are also taking steps to ensure there is no congregating in our lobby and bar areas. Maintain 6 feet between you and your co-workers and guests at all times. When waiting for the salad bar and hot section, guests will wait at designated spots as indicated by tape on the floor.

### **Wear Protective Equipment**

Following the CDC's updated guidance regarding face coverings, we are requiring all team members to wear masks. Our culinary team members will continue to wear gloves, and all team members will continue to practice frequent and effective handwashing.

- **Protective facial coverings.** Restaurant team members are required to wear non-surgical grade face masks or coverings as an added protection. We are also allowing restaurant team members to temporarily wear their own cloth face coverings until we secure enough non-surgical grade face masks to supply the global system if applicable.
- **Single-use disposable gloves.** All guest-facing restaurant team members will wear single-use, disposable gloves during their shifts, in addition to team members who are already required to wear gloves when handling and preparing food after they've thoroughly washed and sanitized their hands.

### **Handwashing Guidelines**

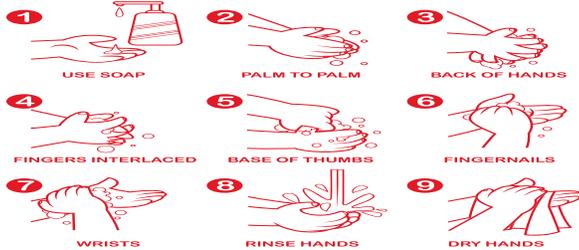
Every team member must wash hands with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines). Employees should wash or sanitize hands before and after using or adjusting face coverings. Avoid touching the eyes, nose, and mouth.

How to prevent the spread of:  
**CORONAVIRUS DISEASE 2019 (COVID-19)**

**INFECTION PREVENTION STEPS**

- ① **Wash your hands often** with soap + water.
- ② **Avoid touching** your **eyes, nose + mouth** with unwashed hands.
- ③ **Cover** your **cough or sneeze** with a tissue, then **throw the tissue** in the trash.
- ④ **Avoid close contact** with people **who are sick**.
- ⑤ **Get a flu shot!**
- ⑥ **Clean + disinfect frequently touched objects and surfaces** such as counters, door knobs, desks, keyboards, tablets and phones.

**Keeping hands clean is one of the most important things we can do to stop the spread of respiratory illnesses like flu and COVID-19.**



**PROPER HANDWASHING TIPS**

- Wash hands **thoroughly** with soap + warm water.
- Wash for **20-30 seconds** or sing "Happy Birthday" two times through.
- Soap and warm water are the best way to clean your hands, but if they aren't available, use an alcohol-based hand sanitizer, that contains at least **60% alcohol**.

**HOW TO USE HAND SANITIZERS**

- Apply the sanitizer to the **palm of one hand** (follow label directions on how much to use).
- **Rub hands together**.
- Rub the sanitizer over **all the surfaces of your hands + fingers** until your hands are dry.

For more information: [dph.georgia.gov/novelcoronavirus](https://dph.georgia.gov/novelcoronavirus)  
[cdc.gov/coronavirus/2019-ncov/index.html](https://cdc.gov/coronavirus/2019-ncov/index.html)



**Health Declaration Form**

Every individual that enters the restaurant premises including suppliers, team members, employees, and outside contractors shall fill out the Health Declaration Form. The form shall identify the date and time of entry as well as all contact information for each individual should we need to contact the local health department to report an outbreak.

**Guest Protection**

We will display a set of clearly visible rules for guests at the restaurant entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to restaurant services. When possible, the rules should be available digitally, include pictograms, and included on/with menus.

Guests and visitors will be screened for symptoms upon arrival, asked to use hand sanitizer, and to bring and wear a face covering when not eating or drinking. Appropriate signage will be prominently displayed outlining proper face covering usage and current physical distancing practices in use at all entrances and throughout the property.

**Dining Service Changes**

Servers, bussers, and other team members moving items used by customers (dirty cups, plates, napkins, etc.) or handling trash bags will use disposable gloves (and wash hands before putting them on and after removing them).

The Bar, Salad Bar and Hot Section shall remain closed for direct contact by customers (self serve) however, our team members will serve from two serving stations, one at the salad bar and one at the hot section, where they will serve your plate with your desired choice, still unlimited. Guests will still receive unlimited meat service table side by our Gaucho with limited contact.

Physical distance (6 feet) will be kept between the salad bar, hot section and each person in line for these items.

Dishwashers will use equipment to protect the eyes, nose, and mouth from contaminant splash using a combination of face coverings, protective glasses, and/or face shields. Dishwashers will be provided impermeable aprons and change frequently. Reusable protective equipment such as shields and glasses



should be properly disinfected between uses. Water temperature for all dishes shall be maintained at 110 degrees F and 180 degrees F for the dishwashing machine.

Menus will be washed down after every use and menus are available digitally so that customers can view on a personal electronic device.

Pre-setting tables with napkins, cutlery, glassware, food ware, etc. is discontinued.

Shared food items such as condiment bottles, salt and pepper shakers, etc. are discontinued.

We will pre-roll utensils in napkins prior to use by customers. Employees must wash hands before pre-rolling utensils in napkins. The pre-roll should then be stored in a clean container. After customers are seated, the pre-roll should be put on the table by an employee who recently washed their hands.

All reusable customer items including utensils, food ware, breadbaskets, etc., must be properly washed, rinsed, and sanitized. Cleaned flatware, stemware, dishware, etc., must be properly stored away from customers and personnel until ready for use.

Each customer dining location is thoroughly cleaned after every use. This will include disinfecting tables, chairs, booster seats, highchairs, booths, etc. and allowing adequate time for proper disinfection, following product instructions. Many EPA-approved disinfectants require minimal contact time (seconds to one minute) against human coronavirus.

All tables and chairs in the dining areas we have six feet of physical distance.

We will discontinue seating of customers where customers cannot maintain six feet of distance from employee work and food and drink preparation areas.

The maximum occupancy rule is now at 50% of our normal capacity and six people per table maximum.



## Standard Operating Procedure (In-Dining) Post Covid

### ***NEW RESPONSIBILITIES BASED ON JOB ROLE***

#### RECEPTIONIST/CASHIER

As the receptionist, you act as the gatekeeper to the restaurant and will protect your co-workers and guests by following best practices. Below are additional set procedures to take to ensure proper protection to everyone during this time:

1. If there is a wait for tables, ask guests to wait at the courtyard until their name is called. Six (6) feet should be maintained at all times between guests.
2. Each guest that enters the restaurant should meet the following requirements before being seated:
  - a. Wear a mask or face covering that covers both the nose and the mouth. Ask them to keep the face covering on unless they are eating.
  - b. Ensure that the reservation is for less than 6 people and explain to the guest that due to Covid-19 we are providing the same service with the following changes:
    - i. For the Rodizio, the meat will be served tableside however the meat will be carved on one end of the table and one person from the group will pick the meat up for the entire table to ensure that there is no contact with the meat items by the guests. The meat is still unlimited however we will not be able to go to each customer but will be going per table instead.
    - ii. The Salad Bar and Hot Section is open however in order to limit contact, we will have a designated team member serve all the salad bar and hot sections for the guest. The guest will go up as usual but will ask the team member which items to get for them. The hot section and salad bar are still unlimited.
  - c. All guest (including suppliers or any individual entering the premise) will sign a Health Declaration form before entering the restaurant. Make sure they leave contact details and keep these safe so that you are able to contact everyone who dined with you if you need to (e.g. if there is a confirmed case of COVID-19 within the restaurant). You will explain the form as follows:

“With the sudden global spread of the virus we are trying our best to keep our community safe and are asking everyone to complete this health declaration.”

If guests decline to complete the form do not be afraid to turn them away. They may be upset in the moment but it is absolutely the right thing to do to protect your team and your guests. It feels uncomfortable because we are in the business of hospitality but we have to understand the reality of the new world we exist in.
  - d. For guests that complete the form, the next step is temperature checks. Anyone with a temperature of 99 degrees or above cannot be accommodated and should consider seeking medical advice.
  - e. Use common sense. When looking at a guest, they look sick or they are coughing constantly, please ask a supervisor to assist the guest and determine if they person should dine in at the restaurant.
3. Seating Guest and Guest Checkout – Ask the guest if they would like to look at the menu online rather than get a physical menu. This will provide less contact and keep the guest safer. After each use, you must sanitize (wipe down with sanitizer) each menu and guest payment folder. The servers will provide the payment card for the guests. Servers will leave the guest check on the counter with a form of payment. Once payment is processed, leave the folder on the side for the server. After the folder with signed forms are returned, wipe down

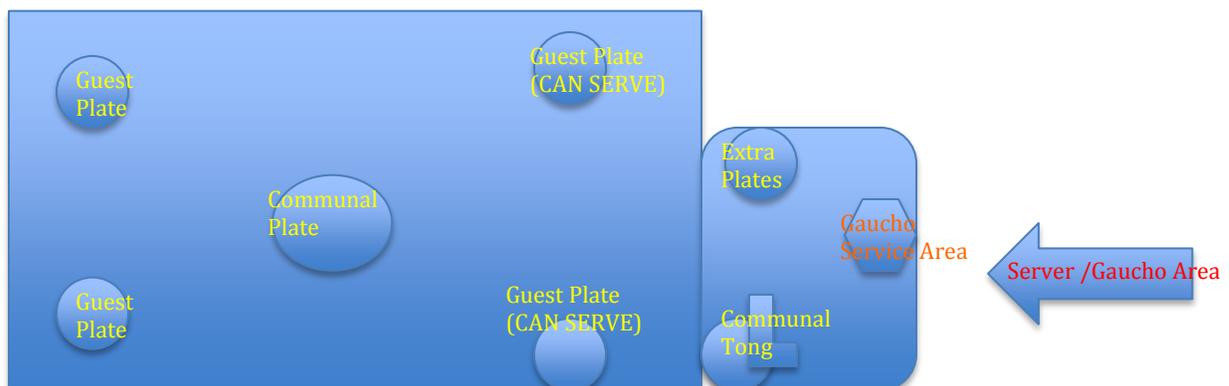
the folder. When seating guests, make sure all menus are wiped down. Provide hand sanitizer for each guest before walking them to their table.

4. Sanitize Station – Before each shift, sanitize the POS, Telephone, Pens, Staplers and any other items you anticipate touching for the shift. You will do the same sanitation process once your shift is over. Do not allow guests to linger near the area, ask them to wait outside in the courtyard.
5. Contact Guests – Contact all guests with reservations the DAY BEFORE THEIR RESERVATION to: (i) confirm reservation, (ii) inform them of our new service (i.e. hot section, salad bar and rodizio), (iii) inform them that without a mask, they will not be allowed into the restaurant, and (iv) a temperature check will be done before they get seated.

### SERVERS/GAUCHOS

Each server/gaucha will need to follow the following procedures in order to ensure the safety of all co-workers and guests. Below are additional set procedures to take to ensure proper protection to everyone during this time:

1. Upon a guest being seated at your table, please explain the new procedures:
  - a. For the Rodizio, the meat will be served tableside however the meat will be carved on one end of the table and one person from the group will pick the meat up for the entire table to ensure that there is no contact with the meat items by the guests. The meat is still unlimited however we will not be able to go to each customer but will be going per table instead. Explain where the extra table for the Rodizio is set up and that the person sitting next to that table will be using the tong to get the meat for the entire table and then they will leave the tong at the designated area and will use the new plates provided.
  - b. The Salad Bar and Hot Section is open however in order to limit contact, we will have a designated team member serve all the salad bar and hot sections for the guest. The guest will go up as usual but will ask the team member which items to get for them. The hot section and salad bar are still unlimited.
2. Let guests know that the menu is available online if they would like to look at the menu. If they have been provided a menu, let them order from the menu.
3. Take order, remove menus and set up table as follows (sanitize hands BEFORE retrieving all these items):
  - a. Set up plates and a tong (with a plate liner) at the extra table designated for the gaucha.
  - b. Provide pre rolled utensils and a small plate (for the meat) for each guest
  - c. Set up the large plate at the middle of the table as the communal plate. When the guest gets the meat from the gaucha, they will then place it on the communal plate for the guest to them pick up with their tongs.
  - d. Get guests drinks.
4. The busser will retrieve all used utensils, cups and plates so that you are designated as the person bringing all the new, unused items to the table only.
5. Use new cups to refill drinks.
6. Upon check out, retrieve guest payment, drop off folder at the cashier station and obtain guest signature. Once the guest has signed, sanitize the pen.
7. Gauchos will serve the meat as before however, they will not go to each guest at the table, rather, they will have a designated table to serve the meat.
8. Always wear a mask and gloves and wash your hands frequently. Do not touch your face with your hands. If at any time you feel sick, inform the supervisor right away.





## BUSSER

In order to regulate items touched by guests, the Servers/Gauchos will only handle items that have had no contact by the guests. Bussers will remove all used items from the table. Below are additional set procedures to take to ensure proper protection to everyone during this time:

1. Always wear a mask and gloves before the shift. Also wear a long sleeve shirt to protect yourself.
2. Once customers have finished the use of their: (a) plate, (b) cup, (c) any utensil, or (d) napkins, retrieve all the items and bring it to the stewarding area.
3. Do not handle any items that have been cleaned and washed.
4. After a turn over, clear and clean the table and wash down each chair (including high chairs).
5. Disinfect every door handle including the bathroom handles every hour.

## BARTENDER

Below are additional set procedures to take to ensure proper protection to everyone during this time:

1. When preparing drinks, ensure that you are wearing a face mask and gloves.
2. Do NOT touch any items that have been used by a customer (i.e. used cups). All used glasses shall be washed at the dishwashing station.
3. Retrieve all clean cups for the bar from the stewarding section.
4. The bar is not open to guests, it is solely to serve beverages to servers.
- 5.

## SUPERVISOR

As the supervisor, your role is to ensure that all procedures are followed according to what is set forth in this document and assist your guest and co-workers with anything they need in order to follow these procedures. Below are additional set procedures to take to ensure proper protection to everyone during this time:

## BOH

As a member of the BOH, you must maintain the safety of all food items in order to ensure that our guests and co-workers do not get sick. Below are additional set procedures to take to ensure proper protection to everyone during this time:

1. BOH (Stewards Only): As a steward, we need to ensure that all items that have been used by our guests are:
  - a. Thoroughly cleaned with the right chemicals and temperature
  - b. Clean and Used items are kept separate
  - c. Designated areas of the stewarding area will be marked as "USED" and "CLEAN". It is your responsibility to make sure that used items are not mixed in with the clean items.
  - d. Once steward will be designated as the person touching all the used items. If this person must assist the other stewards, you must first wash your hands thoroughly.
  - e. Bar items (cups) will also be directed to the stewarding area so that all used items are kept in one area. After cleaning, these items should be set aside in a different section so that the bartender can come and only touch clean items and carry it out.
2. BOH (Culinary): Chefs and commis should follow serve safe rules and procedures at all times including the COVID 19 procedures.